

Initiating the Case Closure Process

Day 1 Activity

1. Click on the Cases Expando.
2. Highlight the case you want to SUBMIT FOR CASE CLOSURE by clicking on the case name. This action will open the case maintenance window.
3. Click on the Closing History Tab.
4. On the Closing History Tab, go to OPTIONS, select Close Case and click Go. This will open the Case Closure Window.

The screenshot shows the 'Maintain Case' window in Microsoft Internet Explorer. The title bar indicates it is provided by DHFS - State of Wisconsin. The eWiSACWIS logo is in the top left, and navigation links (Print, Spell Check, Help) are in the top right. The 'Case' section contains fields for Last/Provider (Allen), Number (9220000), Status (Open), First (Sarah), Initial, and Open Date (12/10/2001). Below this are tabs for Participants, Address, Collaterals, and Closing History. The 'Closing History' tab is active, showing a table with columns: Open Date, Closed Date, Merged Case No., and Reason. Below the table are sections for 'Merged Cases' (with columns: Open Date, Merged Date, Former Case No., Reason) and 'Case Record Location' (with fields for Status, Location, Last Modified By, and Date). At the bottom, there is an 'Options' dropdown menu with a 'Go' button, and 'Save' and 'Close' buttons. A context menu is open over the 'Options' dropdown, showing 'Actions', 'Close Case', and 'Delink Intake'. The status bar at the bottom shows 'Page 1', 'Sec 1', '1/2', and various system icons including a local intranet.

5. Select the appropriate check boxes on the left side of the Closing Information Group Box.
6. Select the appropriate Reason value from the drop down list. FOR CPS FAMILY CASES the value to select is "Other".
7. Complete the case closure summary narrative.

Case Closure -- Web Page Dialog

eWiSACWIS Print Spell Check Help

Basic Information

Case Name: Allen, Sarah Case Number: 9220000 Open Date: 12/10/2001

Closing Information

Closure Status: Closure Requested Closed Date:

☒ Request For Closure? Reason: Case Outcomes Achieved

☒ Check Here If Final Safety Assessment is Not Needed Adopted By:

☒ Check Here If Closing Checklist is Not Applicable Closing Checklist:

☒ Check Here If Completion of Final Family Assessment is not required

Closure Summary

Describe the closure process with the family and service providers and the family's plan for meeting future service needs. Describe how any behaviors or conditions judged to be at a level where safety is not assured or risk of maltreatment is a concern will be managed or sufficiently mitigated by other resources/supports.

test

Retain Case

Case Name:

Case Number:

Open Date:

Case Participants

Options: Go Save Close

- Click the Save Button to save your request. This will schedule the case for a Process Request Case Closure batch program. This batch runs at night and checks for open Out of Home Placements, pending approvals and open payments. This ends Day 1 activity.

Day 2 Activity

- Click on the Cases Expando.
- Highlight the case you submitted FOR CASE CLOSURE by clicking on the case name one time. This will open the Maintain Case window.
- Click on the Closing History Tab.
- Click the hyperlink on the Closing History field to highlight the line that notes the date of the requested case closure. This will open the Case Closure Window.

Maintain Case - Microsoft Internet Explorer provided by DHFS - State of Wisconsin

eWiSACWIS Print Spell Check Help

Case

Last/Provider: Number: 9220000 Status: Open

First: Initial: Open Date: 12/10/2001

Participants Address Collaterals Closing History

Case History

Open Date	Closed Date	Merged Case No.	Reason
12/10/2001	00/00/0000		Case Outcomes Achieved Denied

Merged Cases

Open Date	Merged Date	Former Case No.	Reason
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Case Record Location

Status: Location:

Last Modified By: Date:

Options:

Done

Page 2 Sec 1 2/3 At 8.6" Ln 19 Col 1 REC TRK EXT OVR WPH

5. Check the Closure Status field on the Case Closure Window to make sure the status now reads "Closure Accepted".
6. Go to Options and Click on Approve to approve your work.
7. Click on the Save Button to send your case closure request to your supervisor for their approval. This will also return you to the Maintain Case Window.
8. Click the Save Button to save your changes and return to the Cases Tab.

The case that I am trying to close is still on my Cases Tab. Why?

1. Make sure that you have completed Day 2 of the closure process.
2. Verify from your Approvals Expando that both you and your supervisor have completed all necessary approvals.
3. Check the Case Closure Denial Expando on the bottom of the Case Closure Page to see why your case was denied.

Case Closure -- Web Page Dialog

eWiSACWIS Print Spell Check Help

☒ Check Here If Closing Checklist is Not Applicable Closing Checklist:

☒ Check Here If Completion of Final Family Assessment is not required

Closure Summary

Describe the closure process with the family and service providers and the family's plan for meeting future service needs. Describe how any behaviors or conditions judged to be at a level where safety is not assured or risk of maltreatment is a concern will be managed or sufficiently mitigated by other resources/supports.

asdf

Retain Case

Case Name:

Case Number:

Open Date:

Case Participants

Closure Denial Messages

Closure Denial Messages

AFCARS data is incomplete

Person Name	ID_AFCARS_TKLR
Allen TPRSix	009222235

Options: **Go** **Save** **Close**

Page 4 Sec 1 4/5 At 1" Ln 1 Col 1 REC TRK EXT OVR WPH

- To resolve your Case Closure Denial, access "Closure Denial Solutions" under Options. The Denial Solutions will explain how to resolve the denial.

Case Closure -- Web Page Dialog

eWiSACWIS

Print Spell Check Help

☒ Check Here If Closing Checklist is Not Applicable Closing Checklist: [dropdown]

☒ Check Here If Completion of Final Family Assessment is not required

Closure Summary

Describe the closure process with the family and service providers and the family's plan for meeting future service needs. Describe how any behaviors or conditions judged to be at a level where safety is not assured or risk of maltreatment is a concern will be managed or sufficiently mitigated by other resources/supports.

asdf

Retain Case

Case Name: [input]
Case Number: [input]
Open Date: [input]

Case Participants

Closure Denial Messages

Actions	Text	ID_AFCARS_TKLR
Approval		
Text	Per Alle	009222235
Final FA		
Closure Summary		
Closure Denial Solutions		
Closure Denial Report		

Options: [dropdown] Go

Save Close

Page 4 Sec 1 4/6 At Ln Col REC TRK EXT OVR WPH [X]

My case closure request was denied. What do I do?

1. Has a new Protective Services Report been linked to your case since you requested your closure? A newly linked intake will deny your request for closure.
2. Check your case for open Out of Home Placements, which have not been discharged.
3. All Out of Home Placements must be closed before you can proceed with closing the case.
4. Check your case for pending payments. All pending payments must convert to outstanding status before you can close the case. In some instances this may be as simple as waiting for a weekly or monthly payment batch to run. In other cases, you may need to contact Bureau of Fiscal Services to determine what is holding up the payment.
5. Check to make sure there are no legal statuses for the case, which reflect custody with the agency.
6. On the Maintain Window, make sure the Site/Region matches your county.
7. Check for any open Plans. All Plans must be terminated. (Case Plan, Permanency Plan, Out of Home Safety Plan, etc.)
8. Check the Approvals Expando for any Pending Approvals. After verifying the above information you will need to start over with the Day 2 activities.